# Divorced and Separated Parents Policy

At Pediatricians of Dallas, our priority is providing the best possible care for our patients. We recognize that families come in many forms, and we are committed to handling custody arrangements with professionalism and respect. To ensure clarity and consistency, we have established the following policies:

***Patient Care and Decision-Making***

- We adhere to legal custody agreements regarding medical decision-making.
- If one parent has sole legal custody, he or she has the authority to make medical decisions and is expected to attend medical and behavioral health appointments. If parents share legal custody, both have equal decision-making rights.
- If an alternate legal guardian or medical decision-maker has been designated, we will follow the mandate of any relevant legal documents.
- A copy of any relevant legal documents must be provided to our office. Without legal documentation, we will assume both parents have equal rights regarding their child's care.
- We do not mediate disputes between parents. If disagreements arise, we will continue to provide necessary medical care but remain neutral in custody matters.

***Appointments and Communication***

- Either parent may schedule an appointment for their child unless a court order states otherwise.
- Both parents have the right to access medical records unless restricted by a court order.
- Parents are responsible for sharing information with each other regarding their child's care. To ensure efficiency, we will not duplicate phone calls, messages, or medical summaries.

***Billing and Financial Responsibility***

- The parent bringing the child to the appointment is responsible for any required co-payment at the time of service.
- Invoices will be sent to the guarantor after insurance processing. Requests to change the guarantor require court documentation or a written agreement from the new guarantor.
- We do not mediate financial disputes between parents. Any reimbursement arrangements must be handled privately.

***Court Orders and Documentation***

- If a court order affects a child's care, communication about a child's care, or access to medical records, a copy must be provided to our office.
- Without legal documentation, we will assume both parents have equal rights regarding their child's care.

We appreciate your cooperation in following these guidelines. Our goal is to provide a supportive and child-centered environment while maintaining professionalism and neutrality.

Thank you for partnering with us in your child's care.

Pediatricians of Dallas